

Measuring Organizational Performance (MOP)

COURSE NUMBER **FAA01254**

For information about this course, contact:
 FAA Program Manager: Shepherd Curl
 (386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Measuring Organizational Performance is intended for managers and staff personnel who are involved in the organizational and work unit performance measurement process. An intensive learner-centered skill-building course, *MOP* will guide participants through the identification of common terminology, drivers for instituting performance measurement, and organizational implications of implementing performance metrics to designing metrics, collecting data, and utilizing information for continuous improvement. Instructional methods include discussions, readings, written skill practices, and highly interactive exercises to simulate the challenges of the workplace.

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Explain how organizational performance measurement supports an agency's cost and performance management system.
- Examine the life cycle of the metrics development process to include design, data collection, compilation, analysis, usage, and standardization.

RELATED COMPETENCIES

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|----------------------------------|---|
| • Accountability and Measurement | • Interpersonal Relations and Influence |
| • Business Acumen | • Managing Organizational Performance |
| • Communication | • Problem Solving |
| • Customer Focus | • Strategy Formulation |
| • Integrity and Honesty | • Vision |

CLASS SIZE

20 participants

LENGTH

4 days

(Monday, 8:00 a.m. –
 Thursday, 4:00 p.m.)
 31 hours

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

*(Currently, no deliveries
 are scheduled for FY07.)*

This course is available as
 a fee-for-service delivery.

WHO SHOULD ATTEND

Managers and staff
 personnel involved in the
 organizational and work
 unit performance
 measurement process

ENROLLMENT

To arrange a **fee-for-
 service delivery**,
 call Shep Curl at
 (386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence &
 Implications
[\(FAA01249\)](#)

Strategic Planning
[\(FAA01275\)](#)

Systems Thinking
[\(FAA01277\)](#)